

Sys A17

ABSTRACT OF THE DISCLOSURE

A programmable workstation system and method for network based call center with telephony functions provided over the IP network and using a personal computer is disclosed. For such automated call centers there exists a need to coordinate the telephony functions with agent availability functions. Existing solutions use a switch and PSTN phone to communicate information to an automated call director (ACD). The present invention solves the problem of doing similar reporting and with coexistence of telephony functions along with agent data functions. Features of invention include (a) special protocols to relay agent information to Virtual ACD and coexist with H.323 signaling and (b) the ability to relay agent status and provide screen based interface to agent also for such information for agent availability and alerting. The system disclosed generally incorporates JavaPhone (105, 4400), PlusTcp (109, 5500), and PlusTapi (110, 6600) APIs with associated method functions to implement the major functions of the invention.